

Utility Consumer Complaints

2004 Annual Report



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Changes from 2003 to 2004

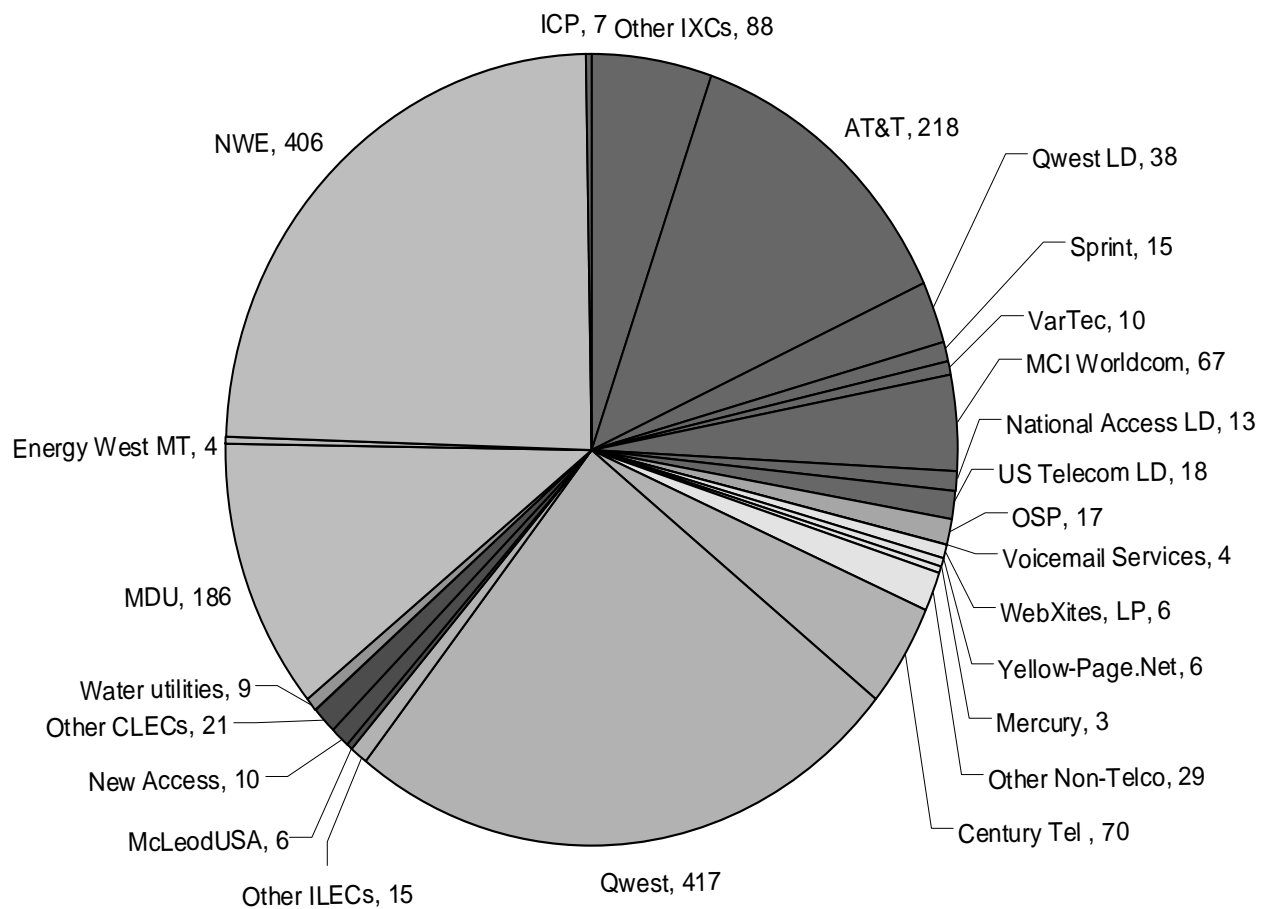
The total number of complaints from 2003 to 2004 dropped 505, a 23.1% reduction. Telephone complaints dropped 37.2% while energy complaints increased by 28.2%. A few notable company statistics follow.

1. Qwest, an ILEC, complaints dropped 164, a 28.2% decline.
2. MCI complaints decreased from 151 to 67, a decrease of 55.6%.
3. NWE complaints increased from 341 to 406, an increase of 19.1%.
4. MDU complaints increased from 109 to 186, an increase of 70.6%.

Complaint Percentages by Company

Qwest - 24.8%	.12% (percentage of complaints compared to total MT access lines)
CenturyTel - 4.2%	
Other ILECs - .89%	
McLeodUSA - .36%	
New Access - .59%	
Other CLECs - 1.25%	
Water Utilities - .53%	
MDU - 11.0%	.23% (percentage of complaints compared to total MT customers)
Energy West - .24%	.02% (percentage of complaints compared to total MT customers)
NorthWestern - 24.1%	.12% (percentage of complaints compared to total MT customers)
ICP - .41%	
AT&T - 13.0%	
Qwest LD - 2.26%	
Sprint - .89%	
Vartec - .59%	
MCI WorldCom - 3.98%	
National Access LD - .77%	
U.S. Telecom LD - 1.1%	
Other IXC's - 5.2%	
OSP - 1.0%	
Voicemail Services - .24%	
WebXites - .36%	
Yellow-Page.Net - .36%	
Mercury - .18%	
Other Non-Telco - 1.7%	

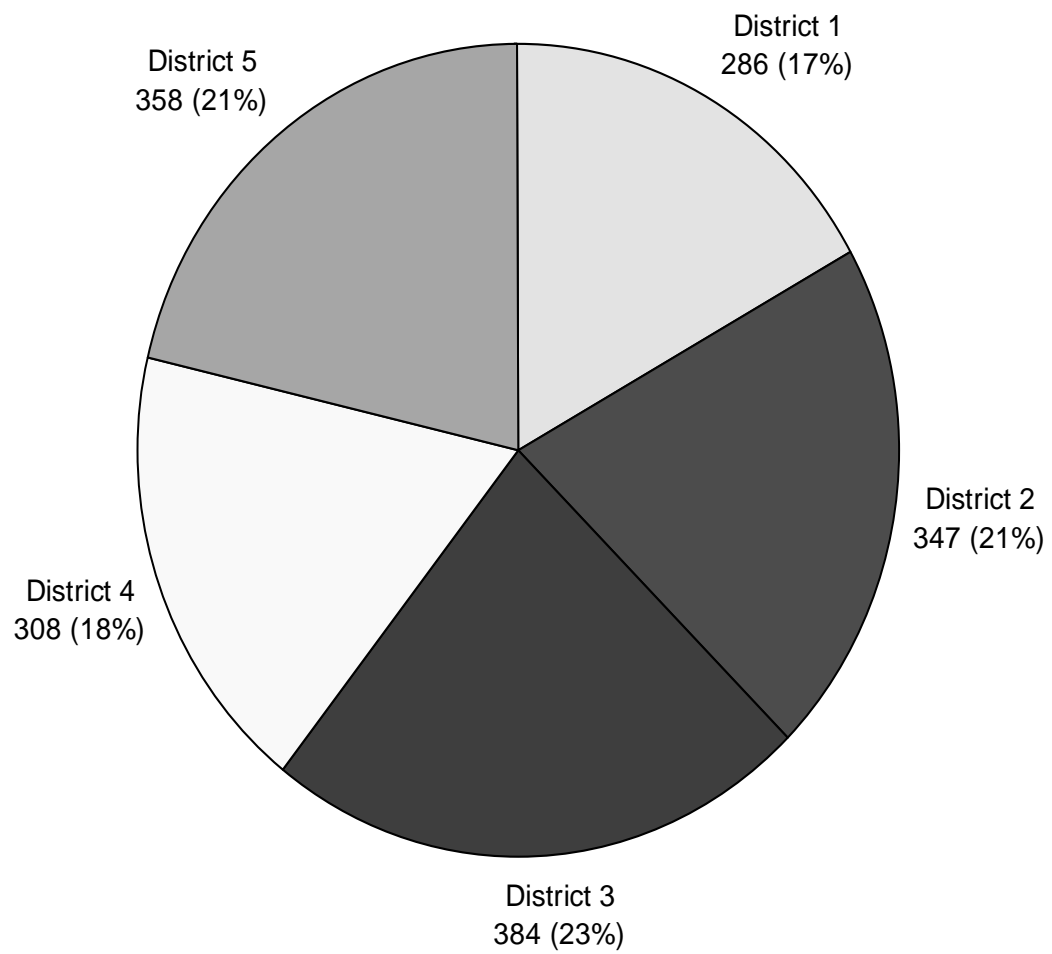
Year 2004 Consumer Complaints By Utility - Total # Informal Complaints - 1,683



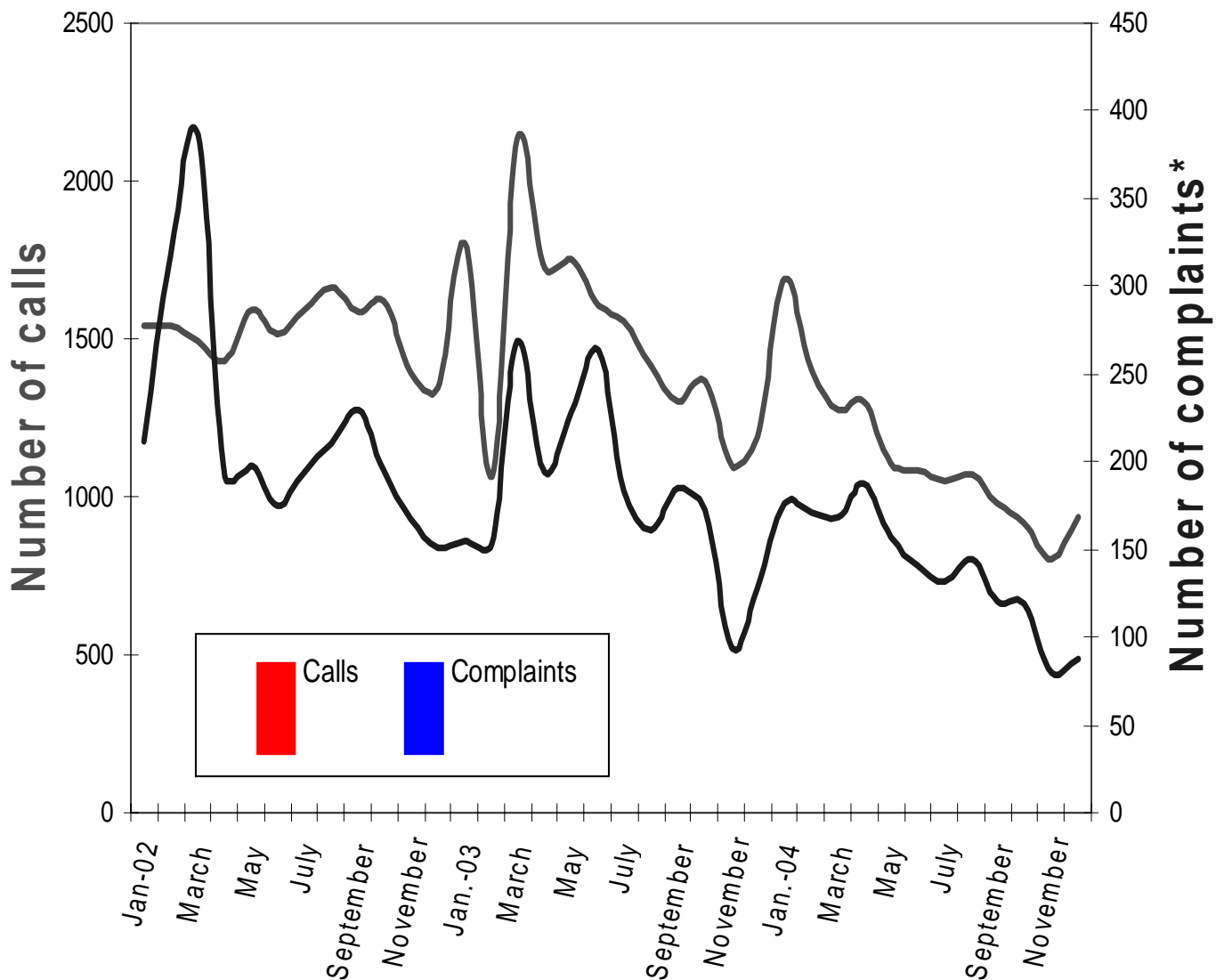
2003's Total
was 2,188

ICP - Inmate Calling Providers
OSP - Operator Service Providers

2004 Complaints by PSC District

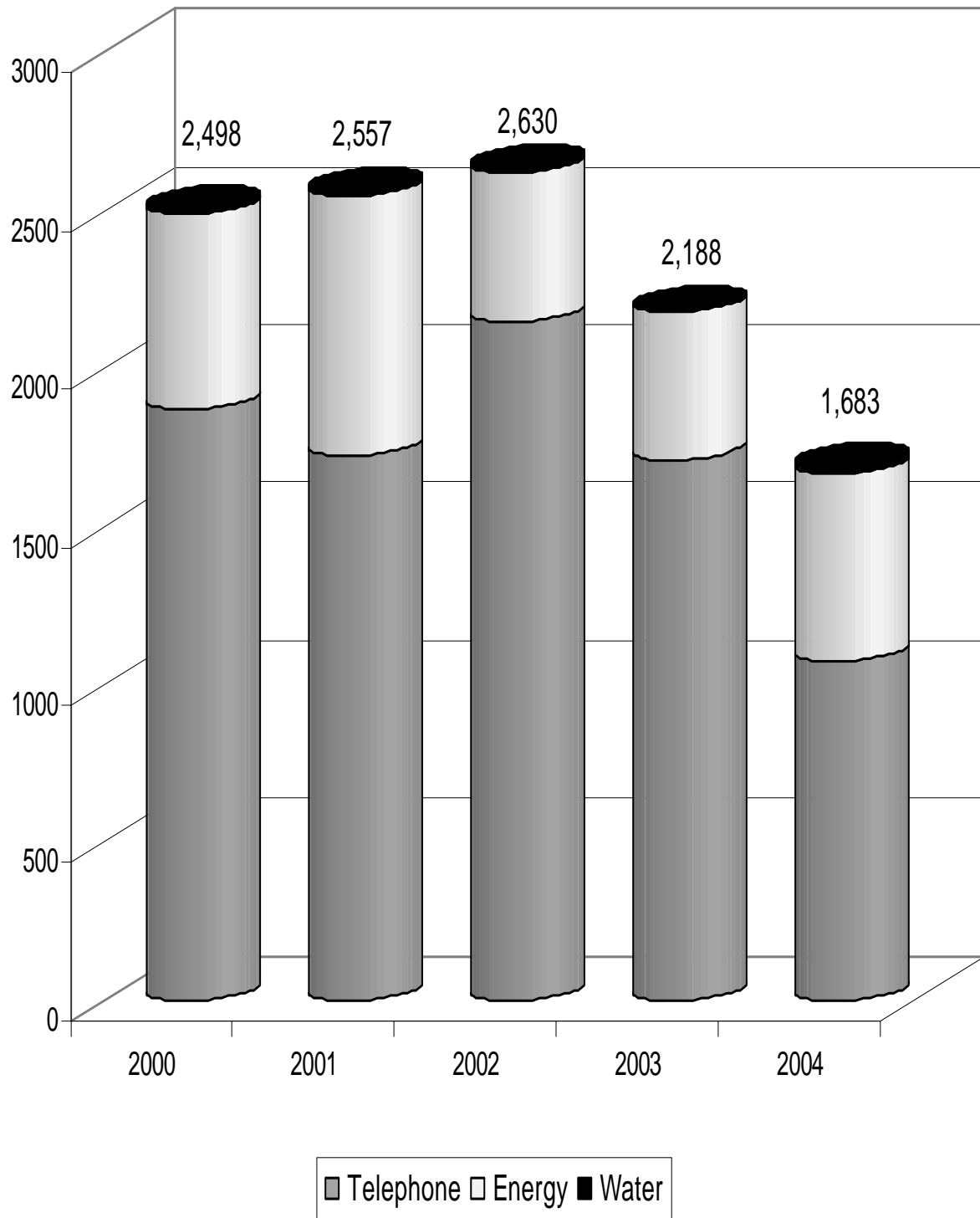


Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2002-2003-2004

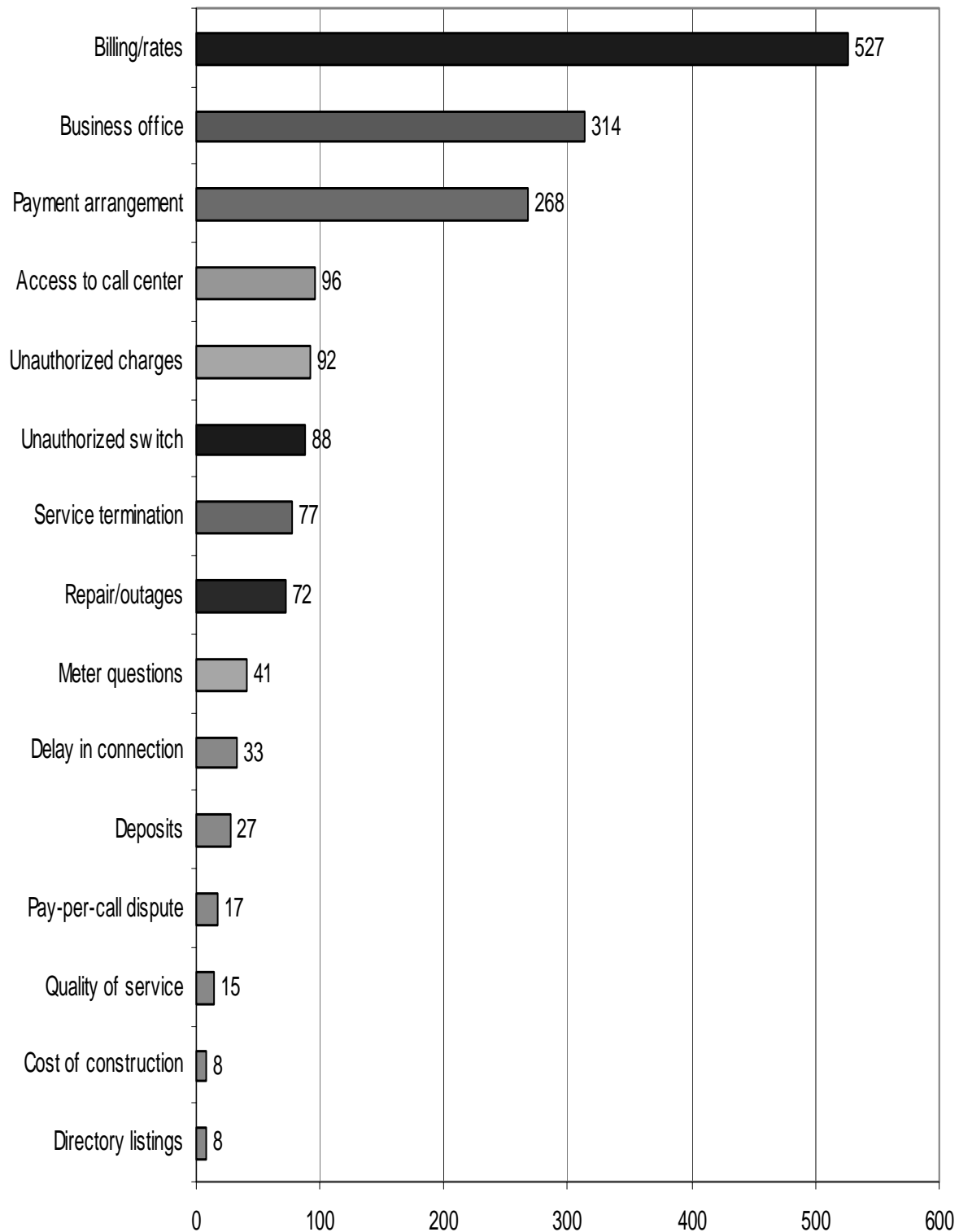


*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

PSC complaints from 2000 through 2004 by service type



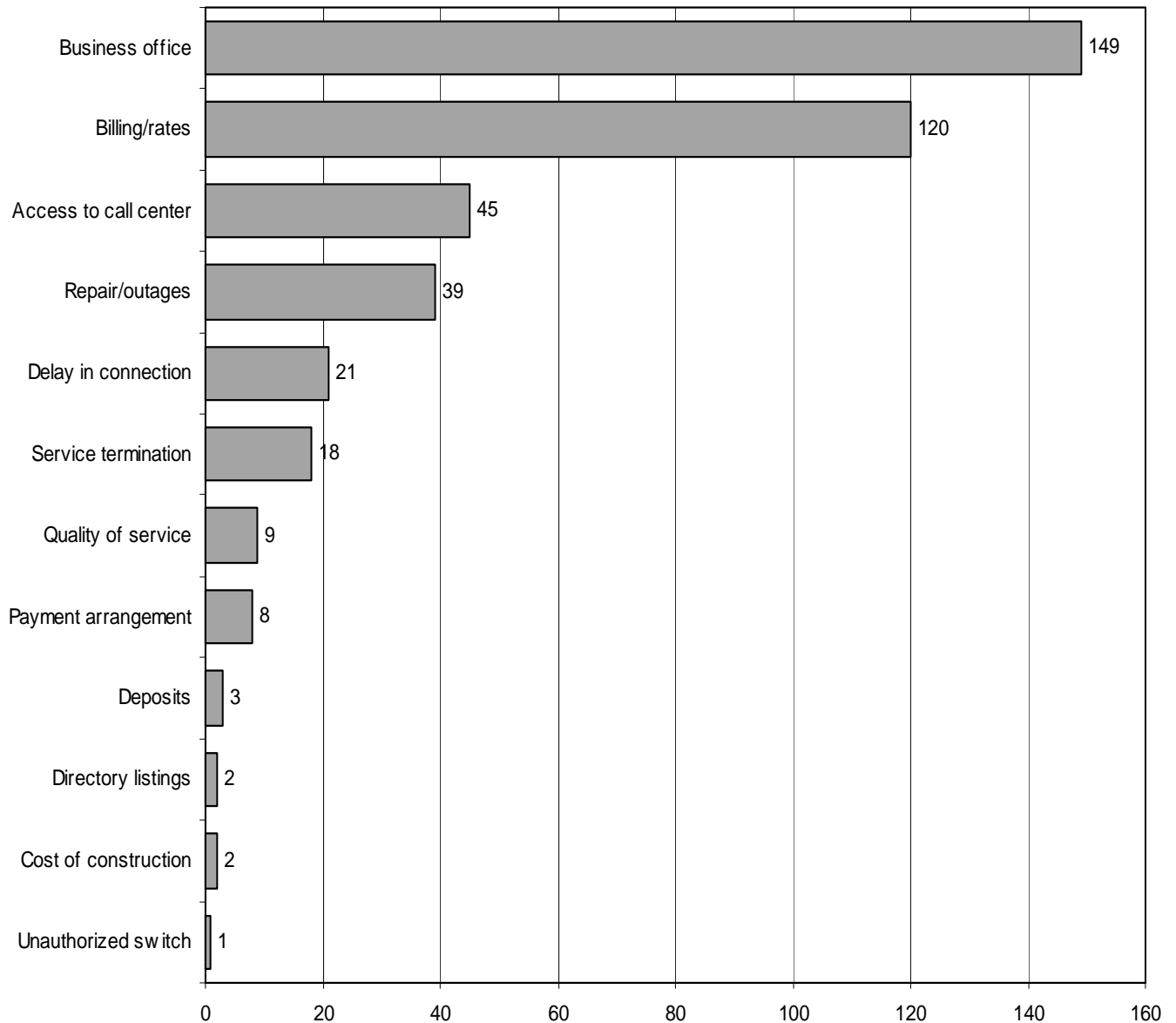
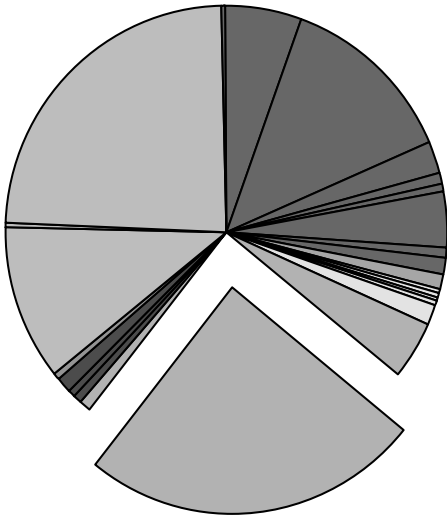
Year 2004 PSC Consumer Complaints by Complaint Category



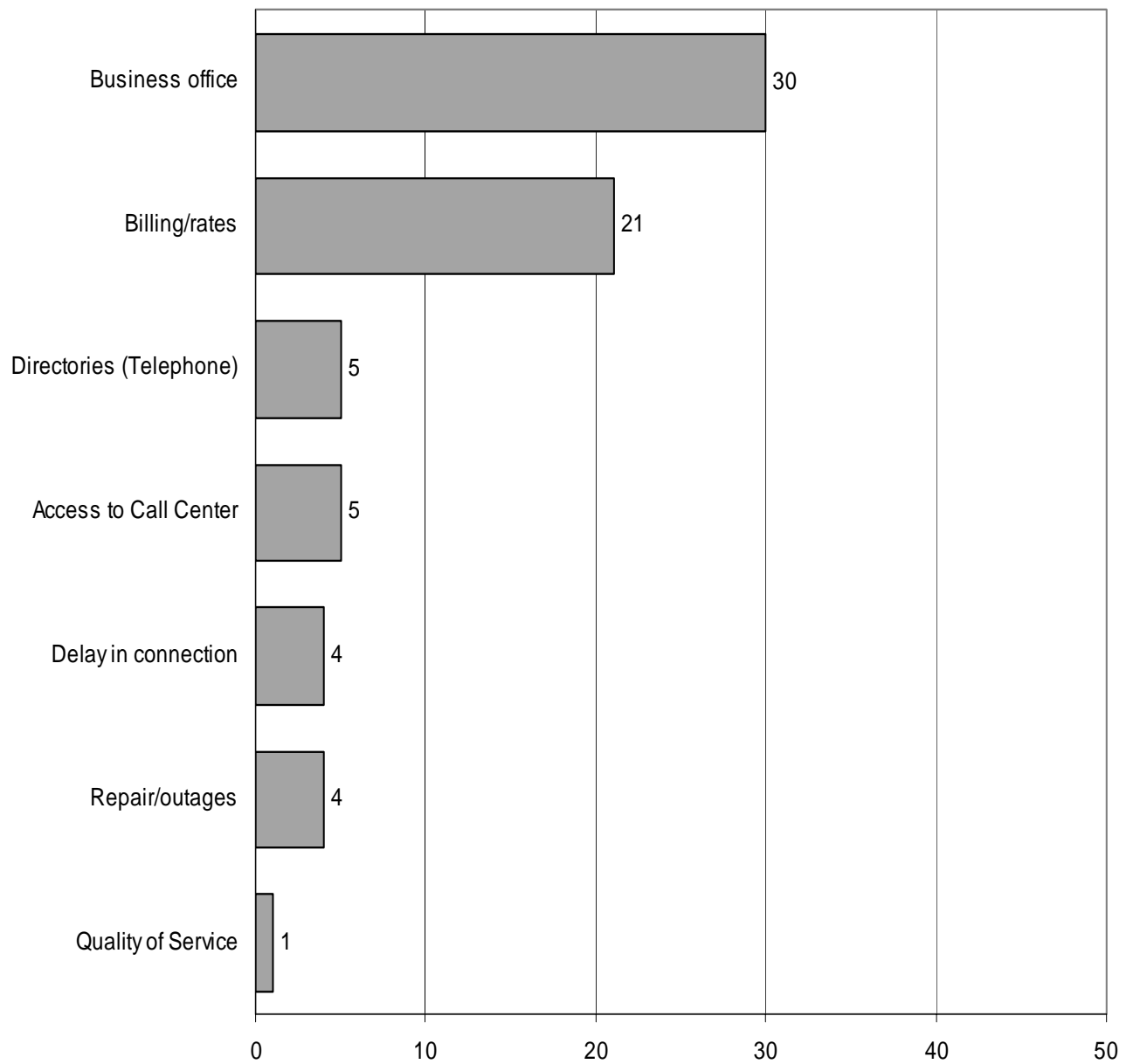
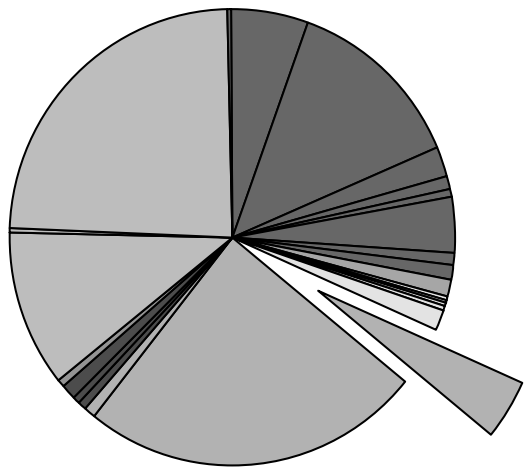
Qwest Corporation

2004 Complaints

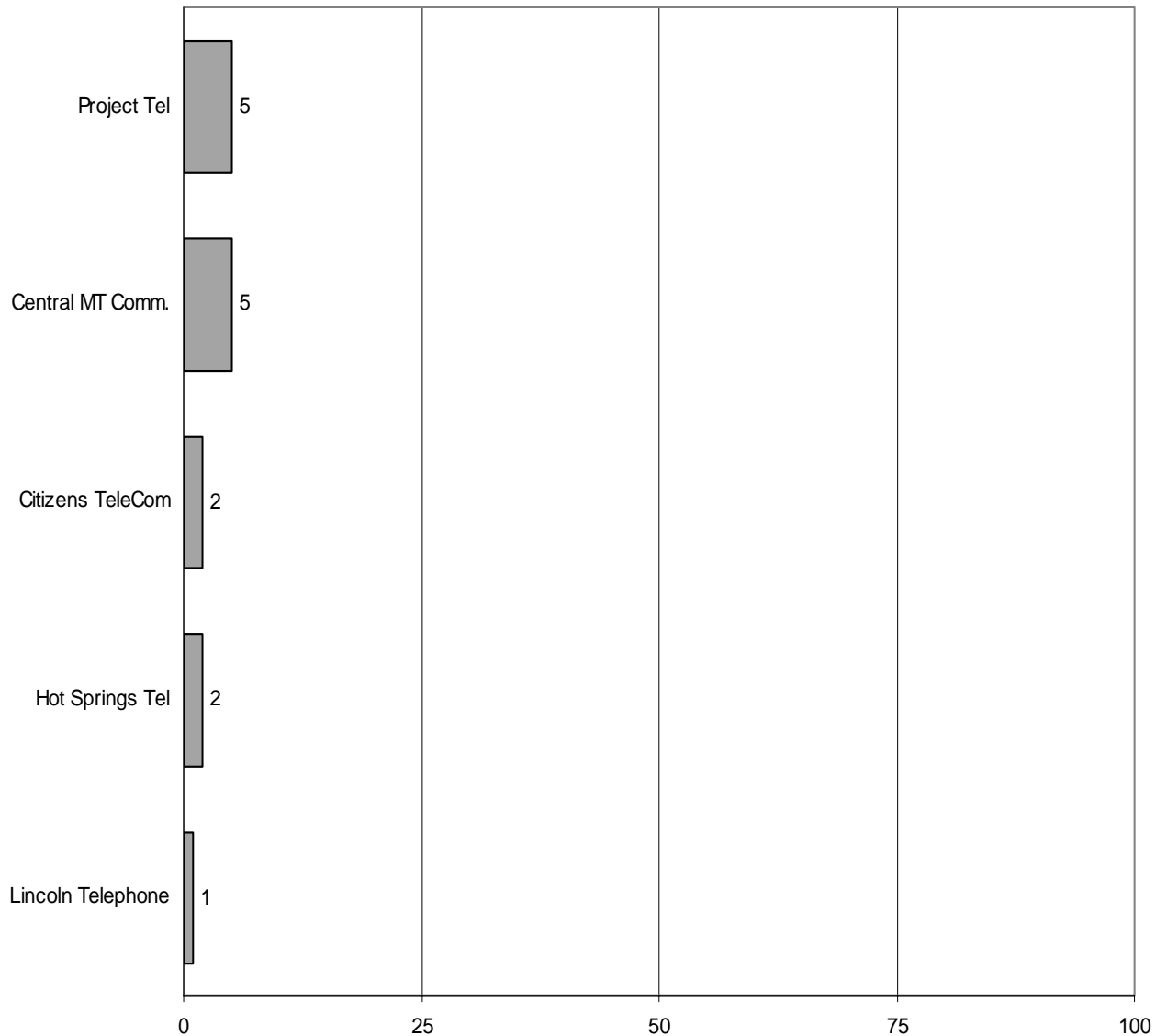
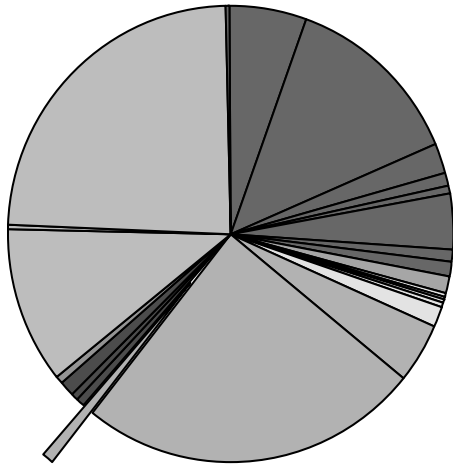
417 Total



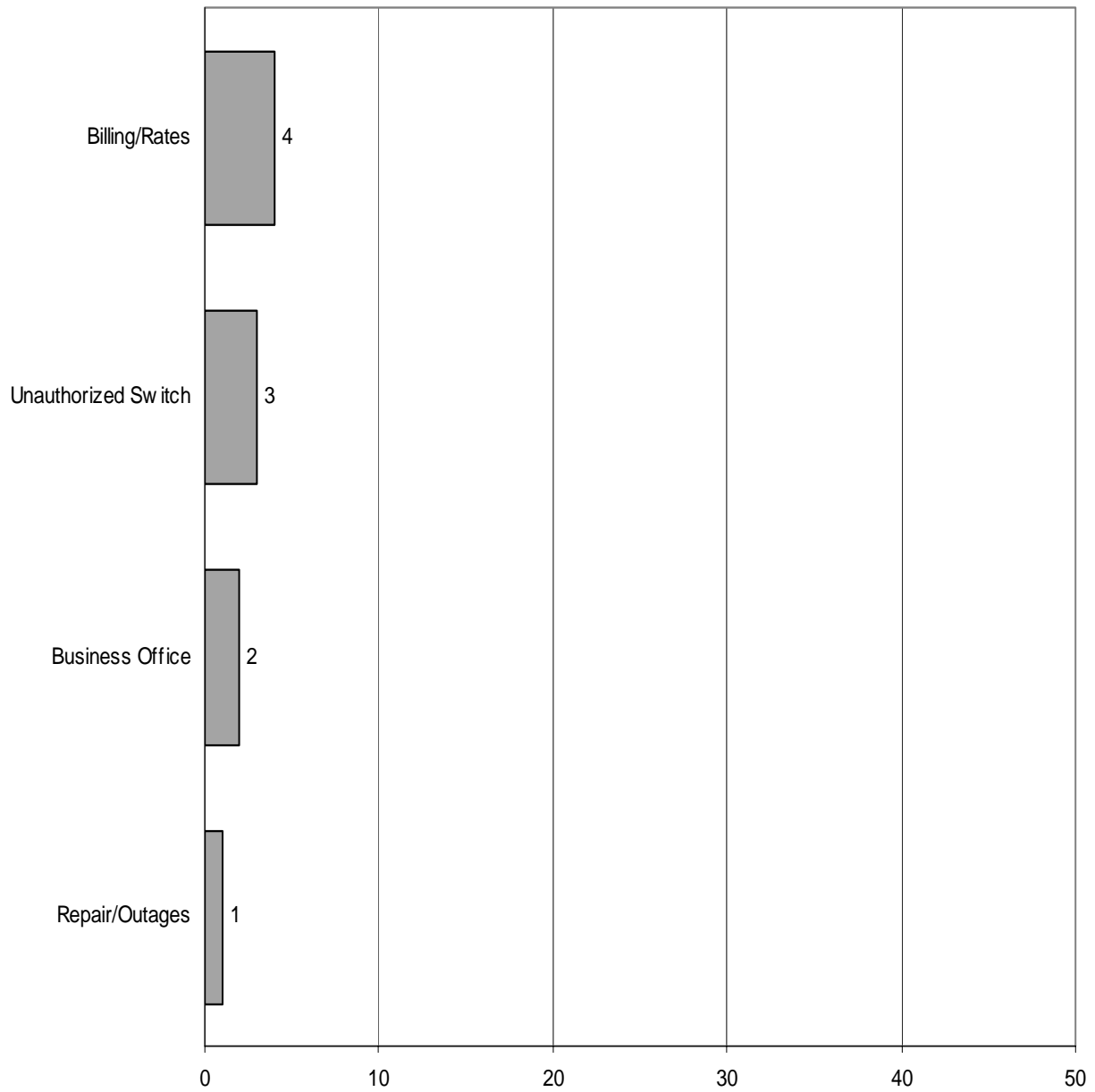
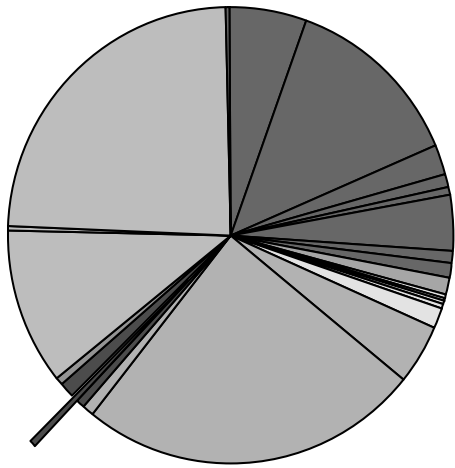
CenturyTel of Montana 2004 Complaints 70 Total



Other Incumbent Local Exchange Carriers (ILECs) 2004 Complaints 15 Total



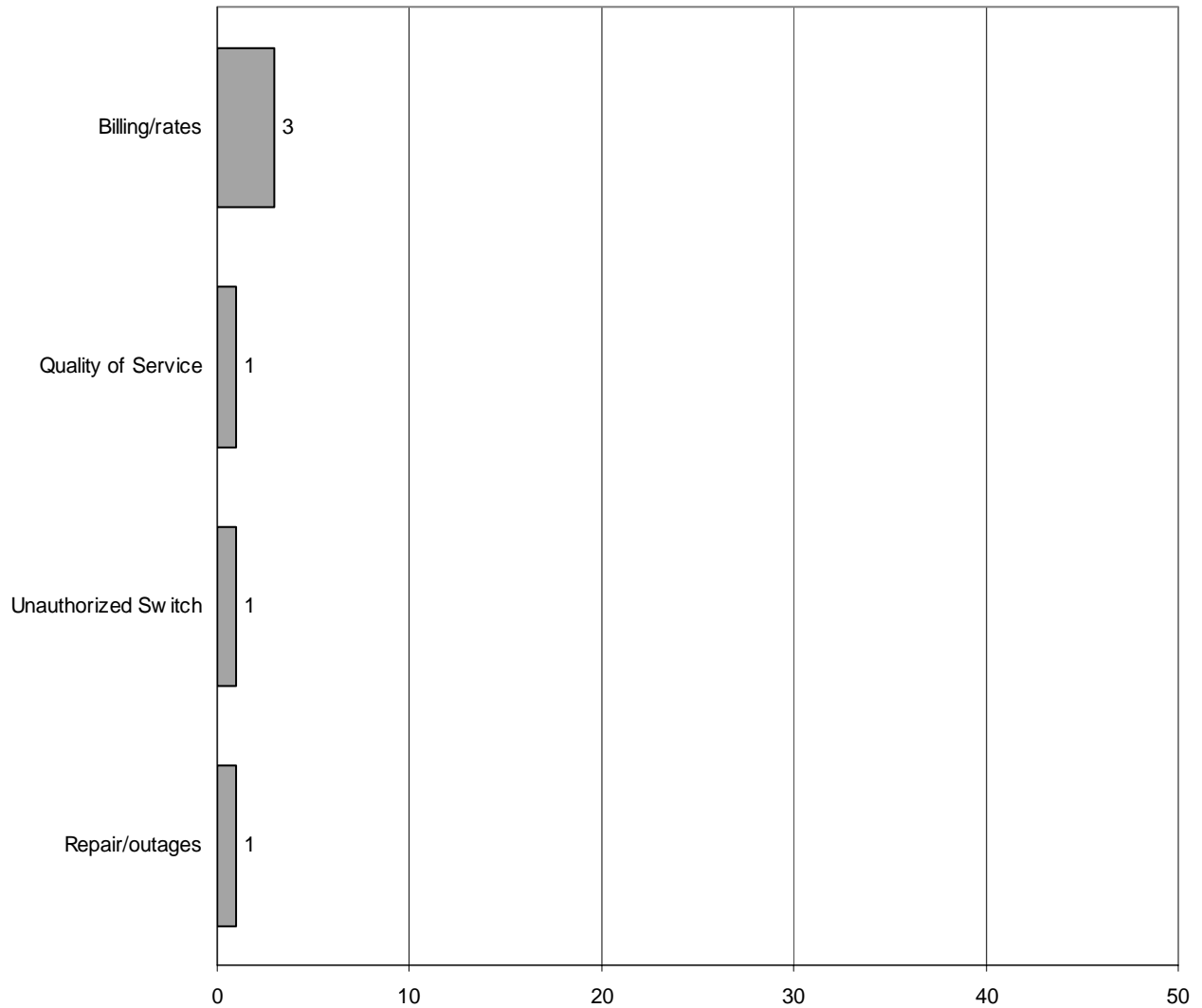
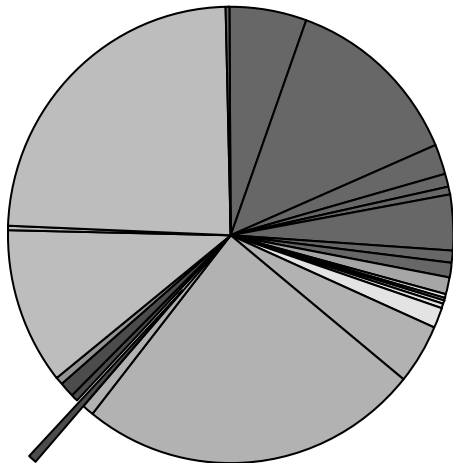
**New Access
Communications
2004 Complaints
10 Total**



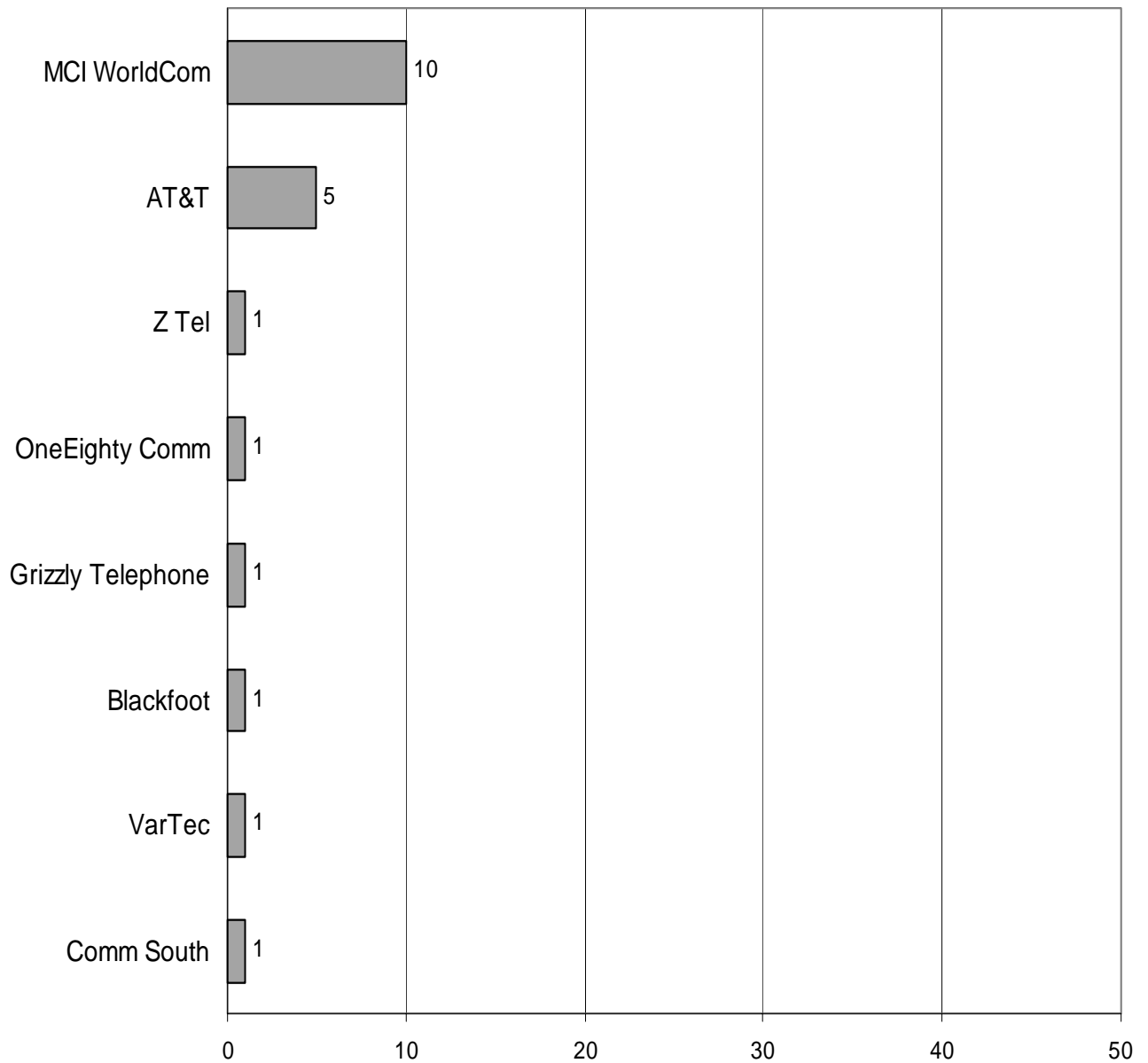
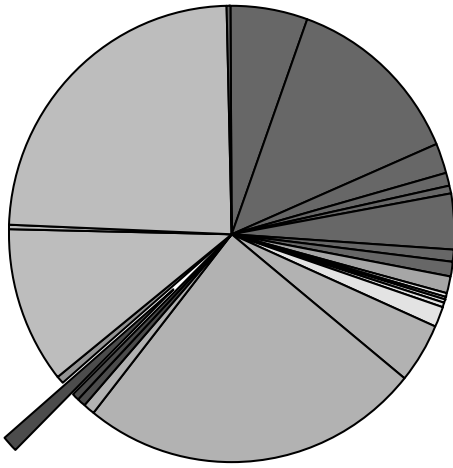
McLeodUSA

2004 Complaints

6 Total



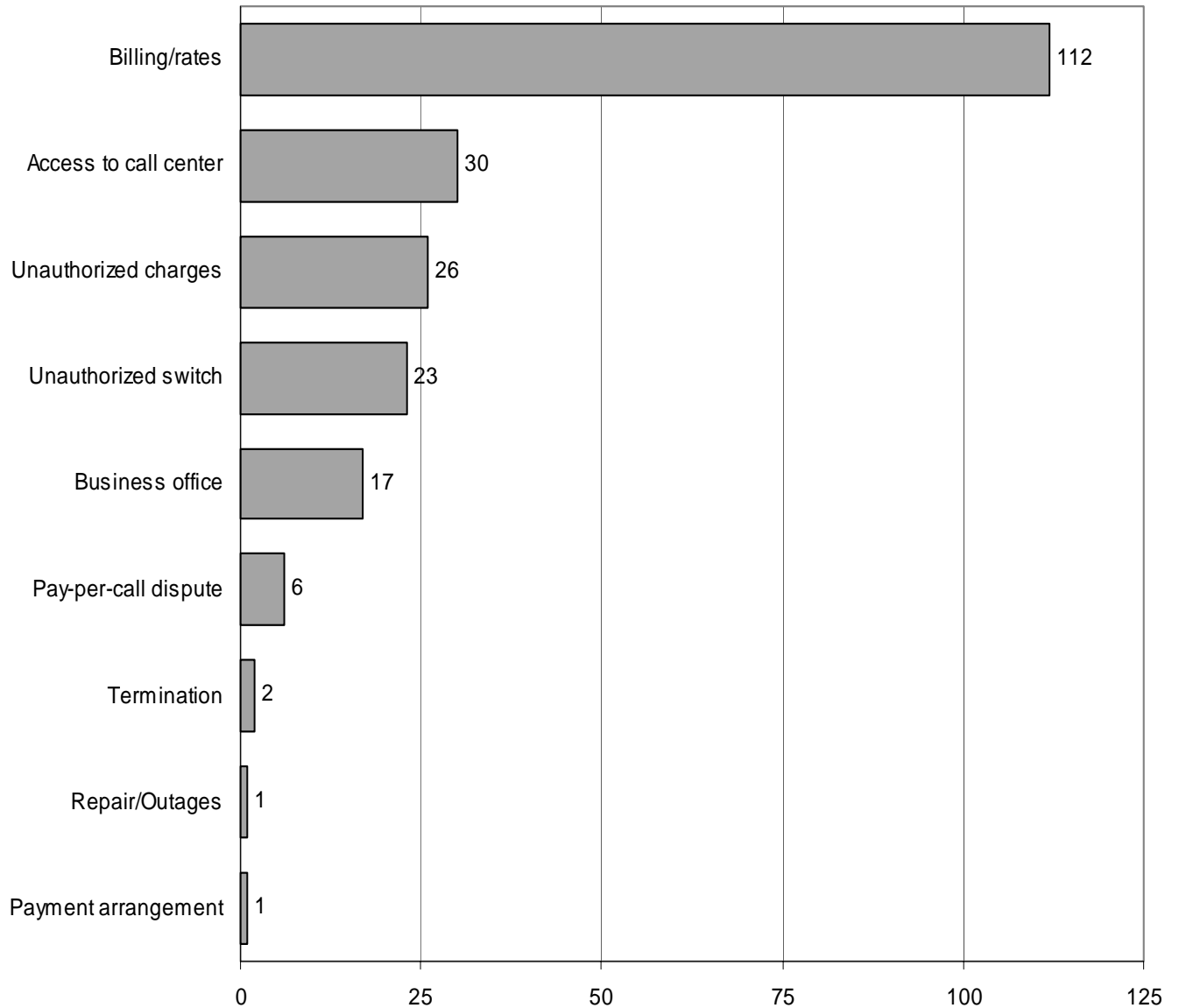
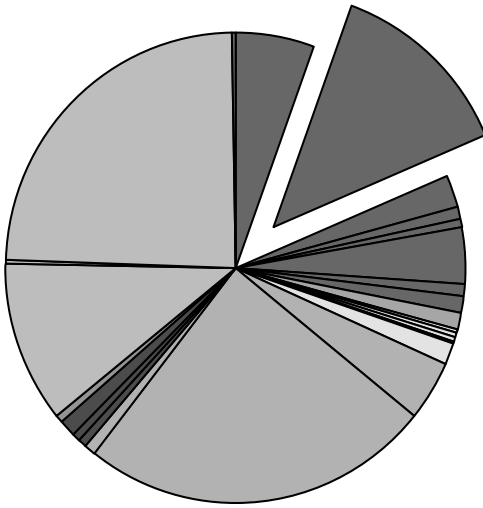
**Other Competitive
Local Exchange
Carriers (CLECs)
2004 Complaints
21 Total**

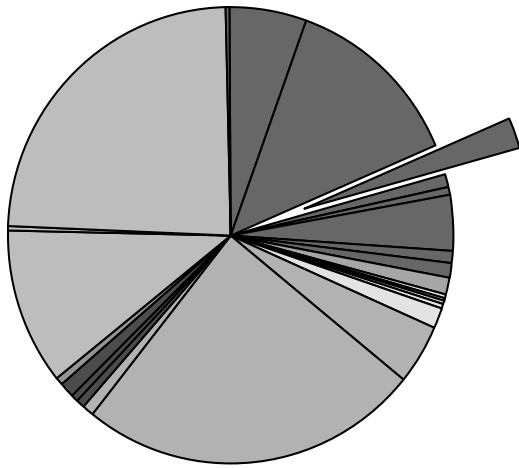


AT&T

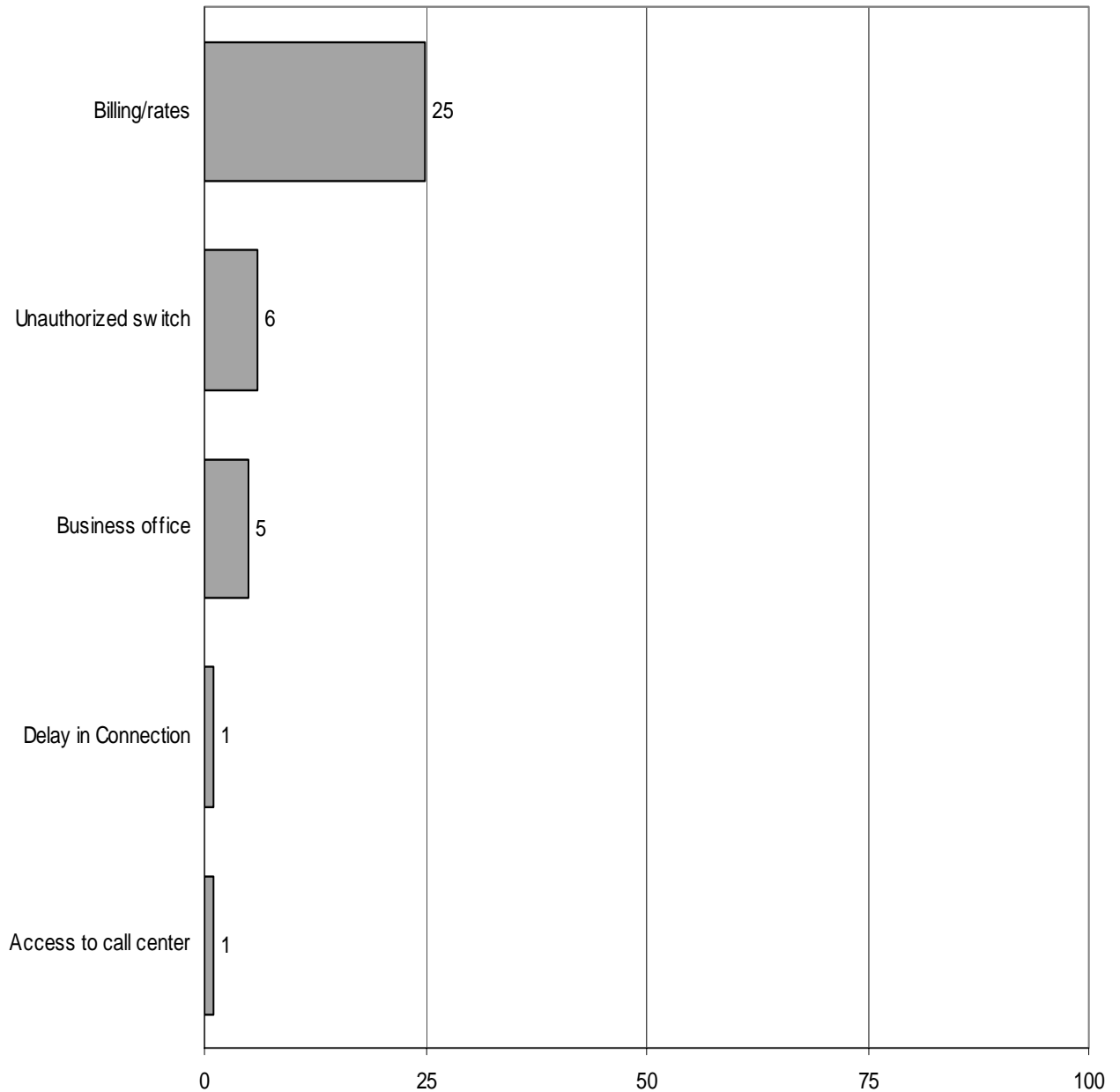
2004 Complaints

218 Total

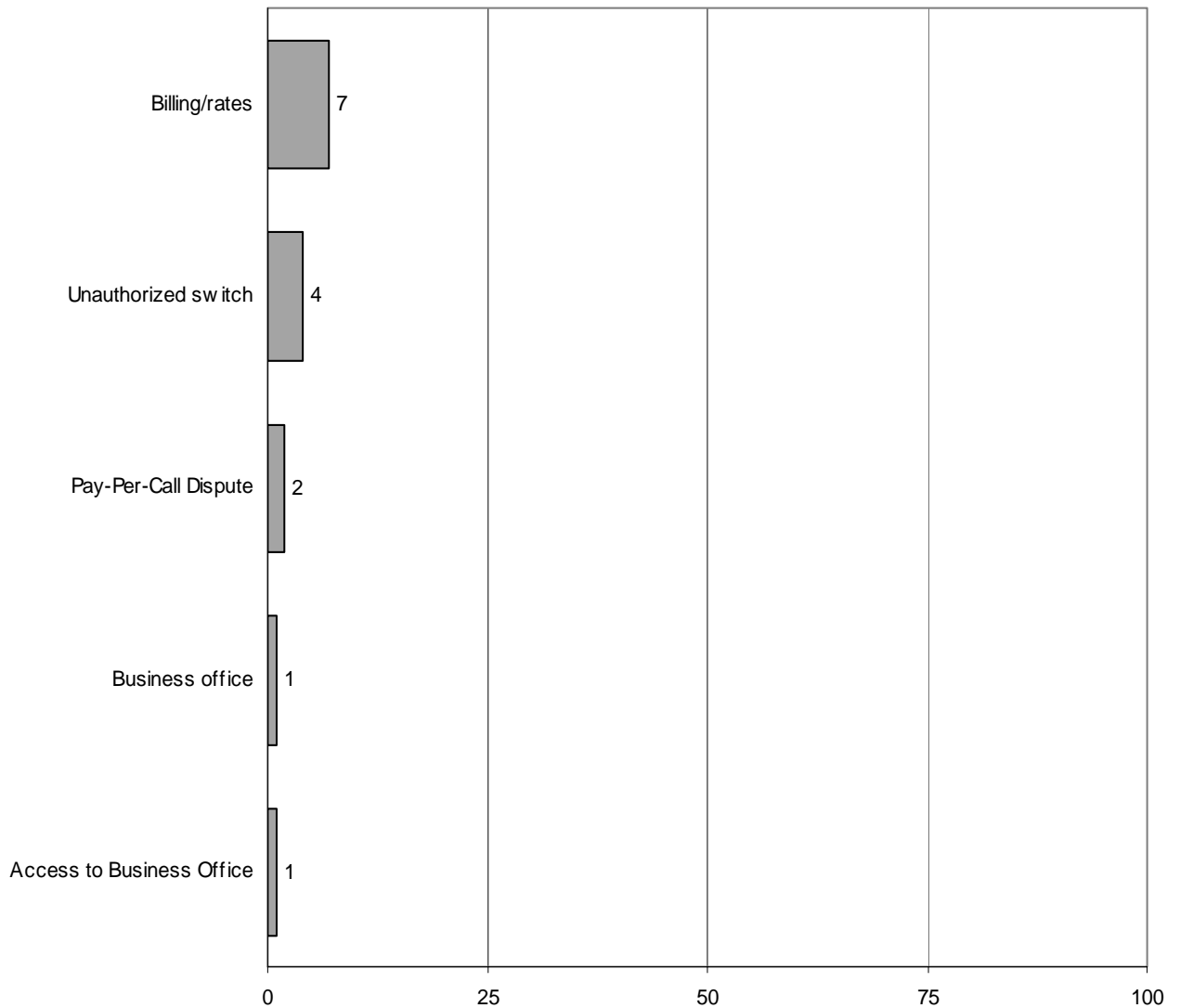
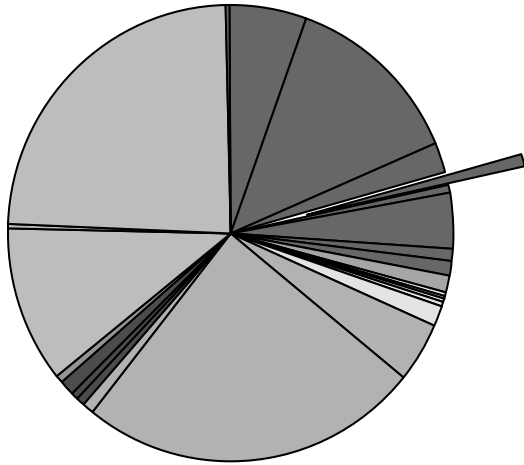


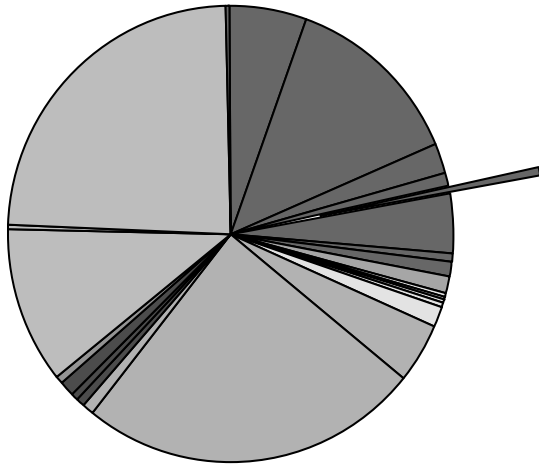


Qwest Long Distance Corporation 2004 Complaints 38 Total

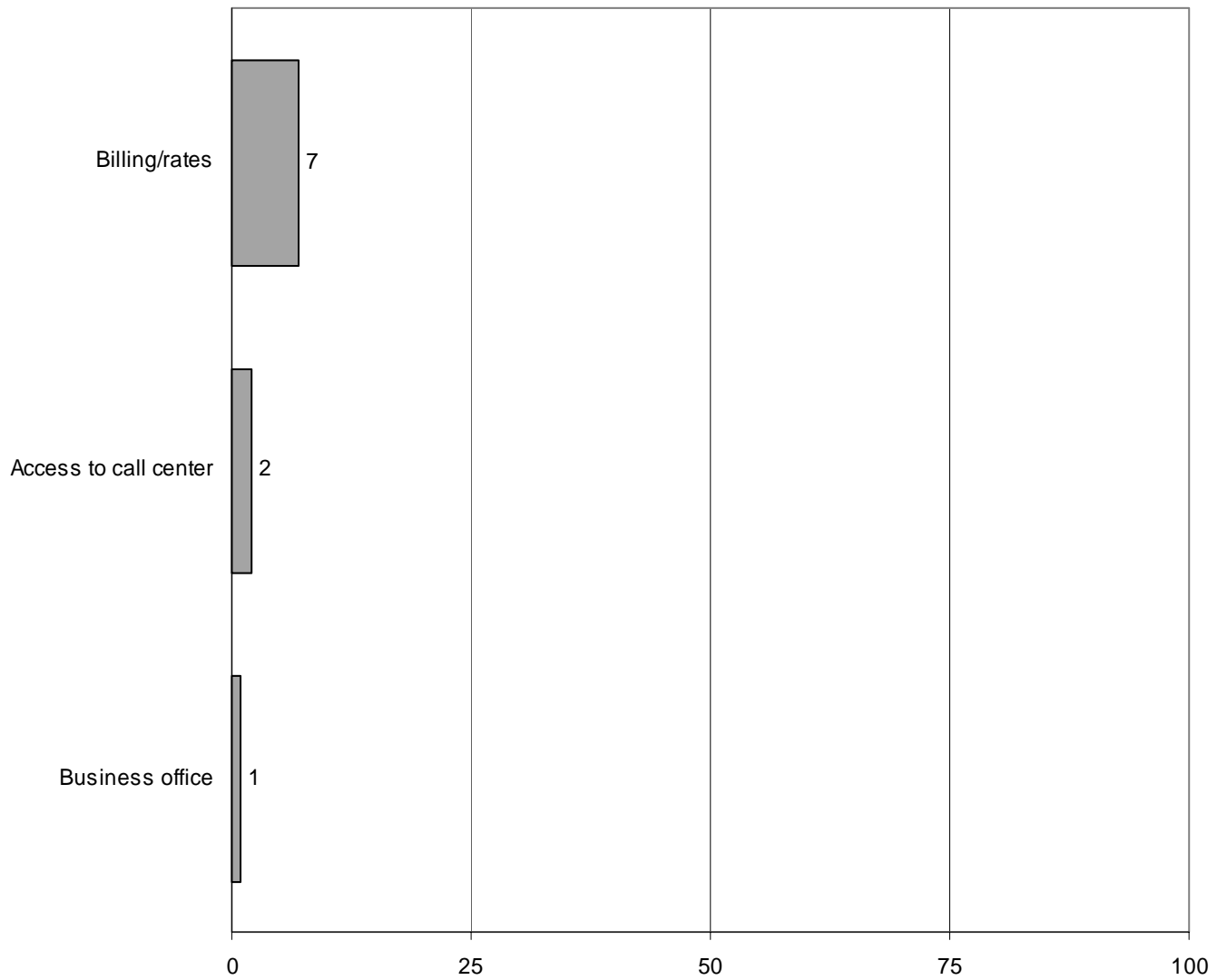


Sprint 2004 Complaints 15 Total

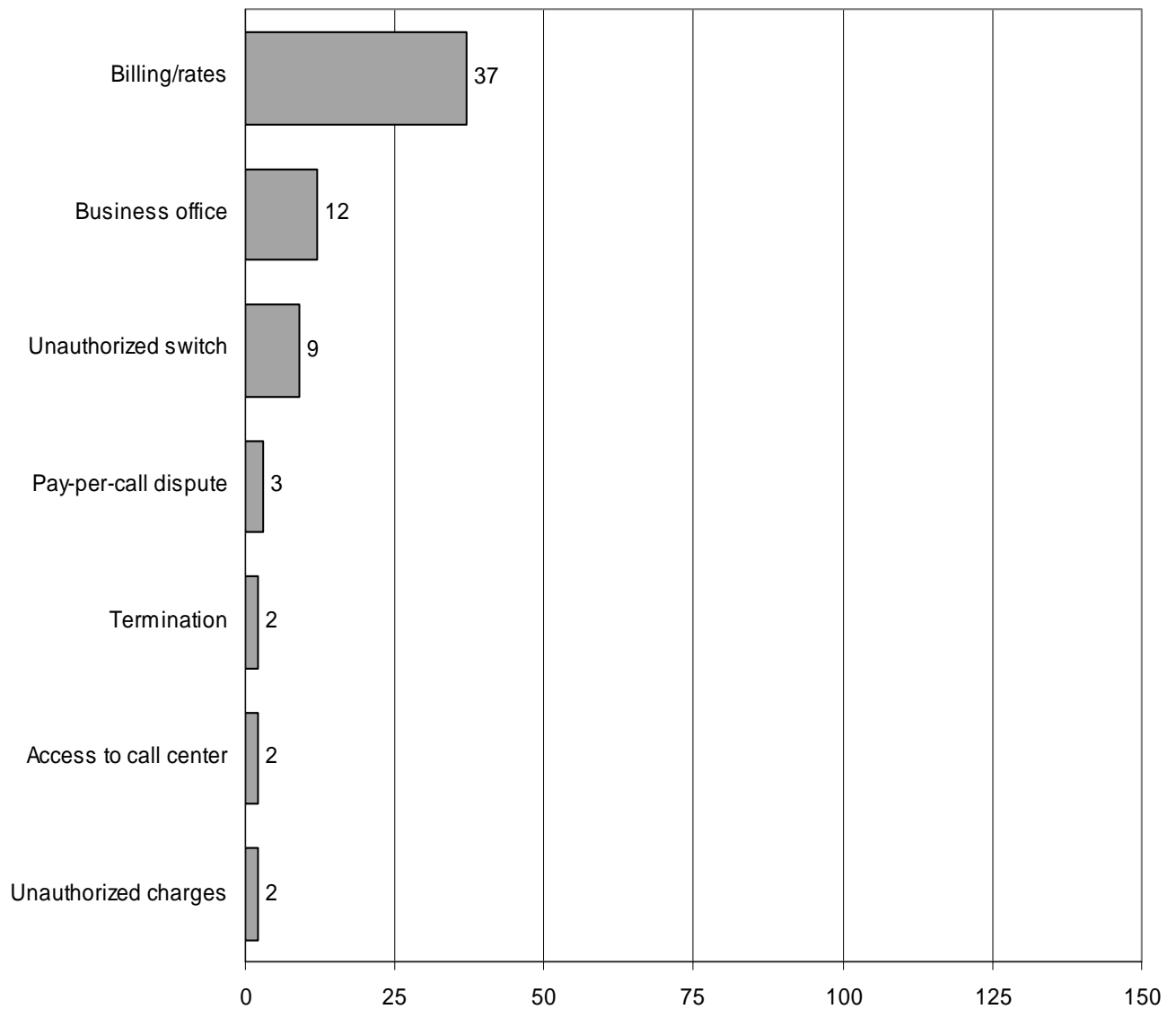
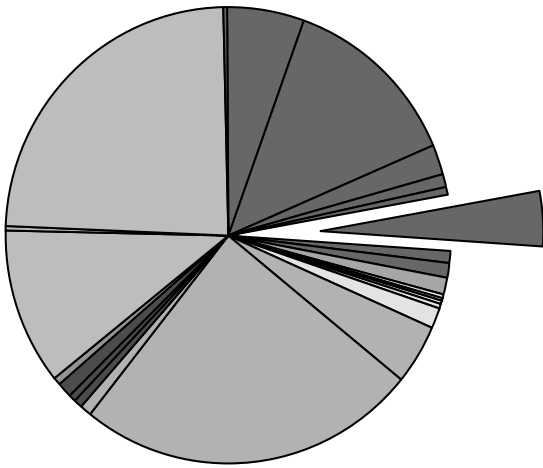


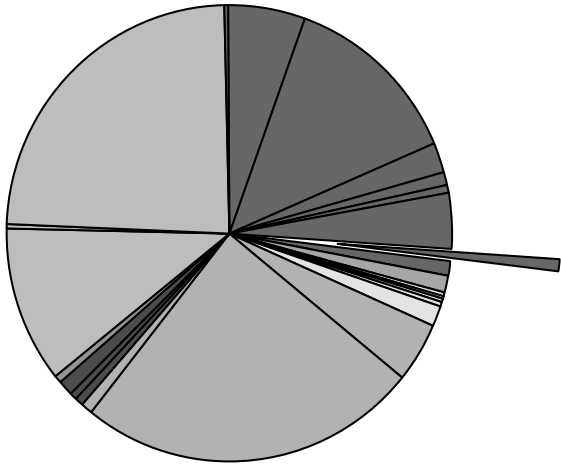


Vartec **2004 Complaints** **10 Total**

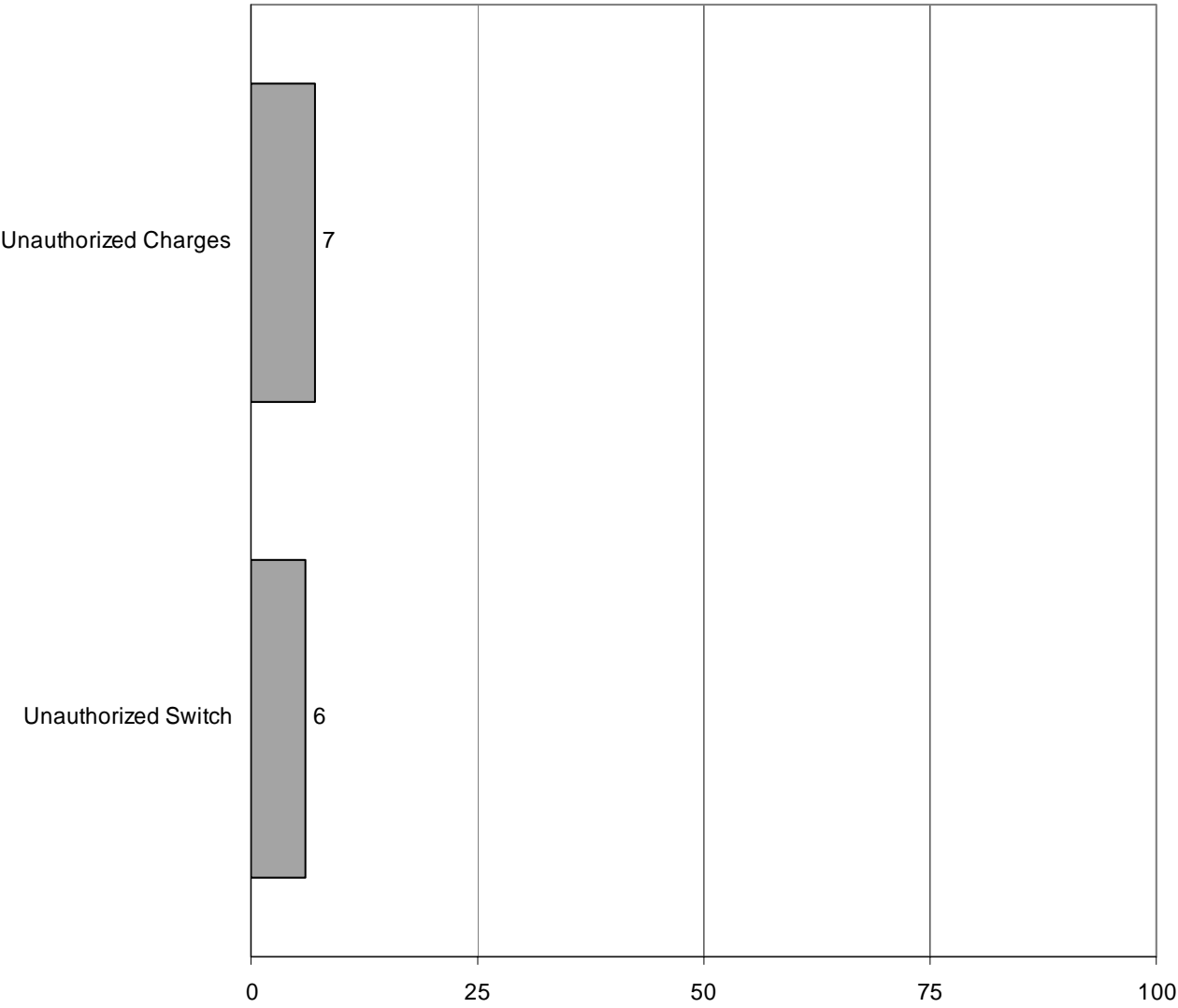


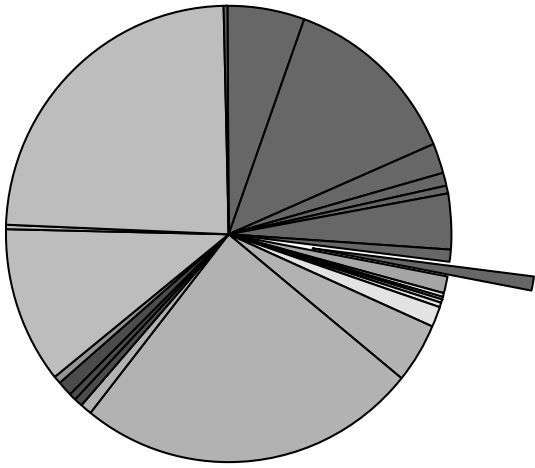
MCI WorldCom Communications 2004 Complaints 67 Total



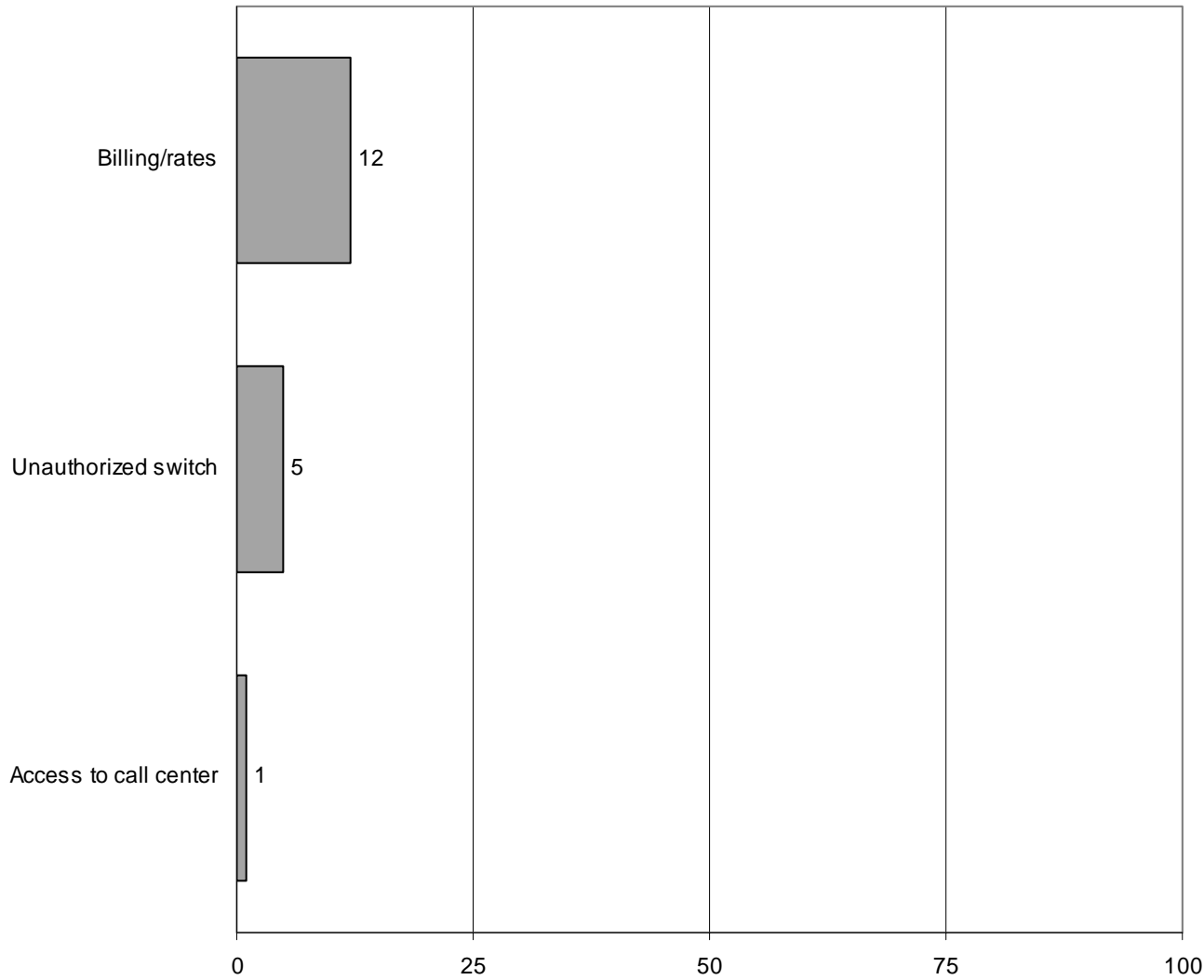


**National Access
Long Distance
2004 Complaints
13 Total**

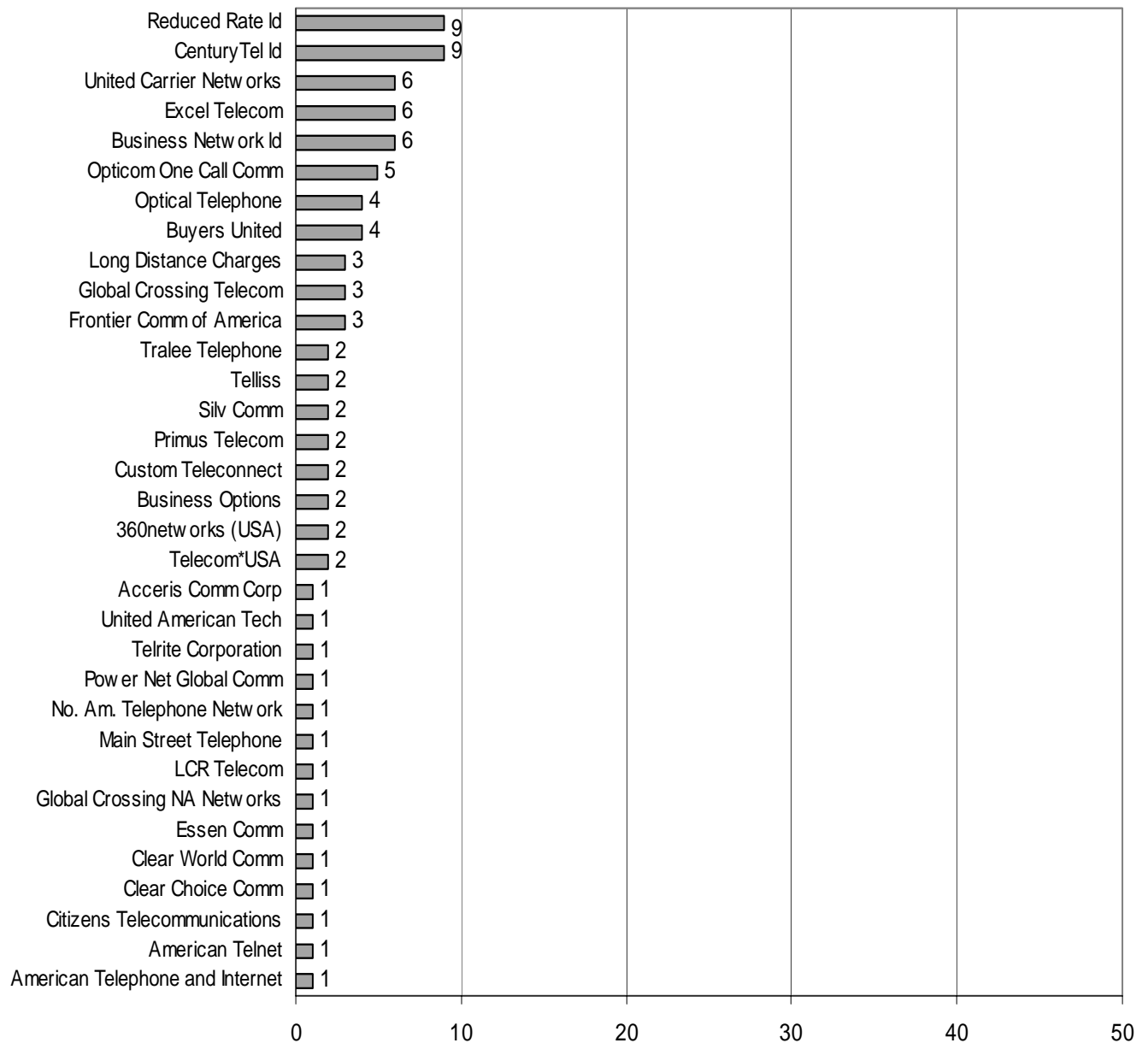
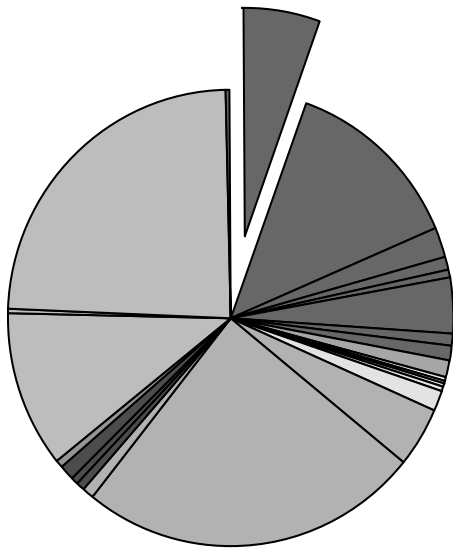




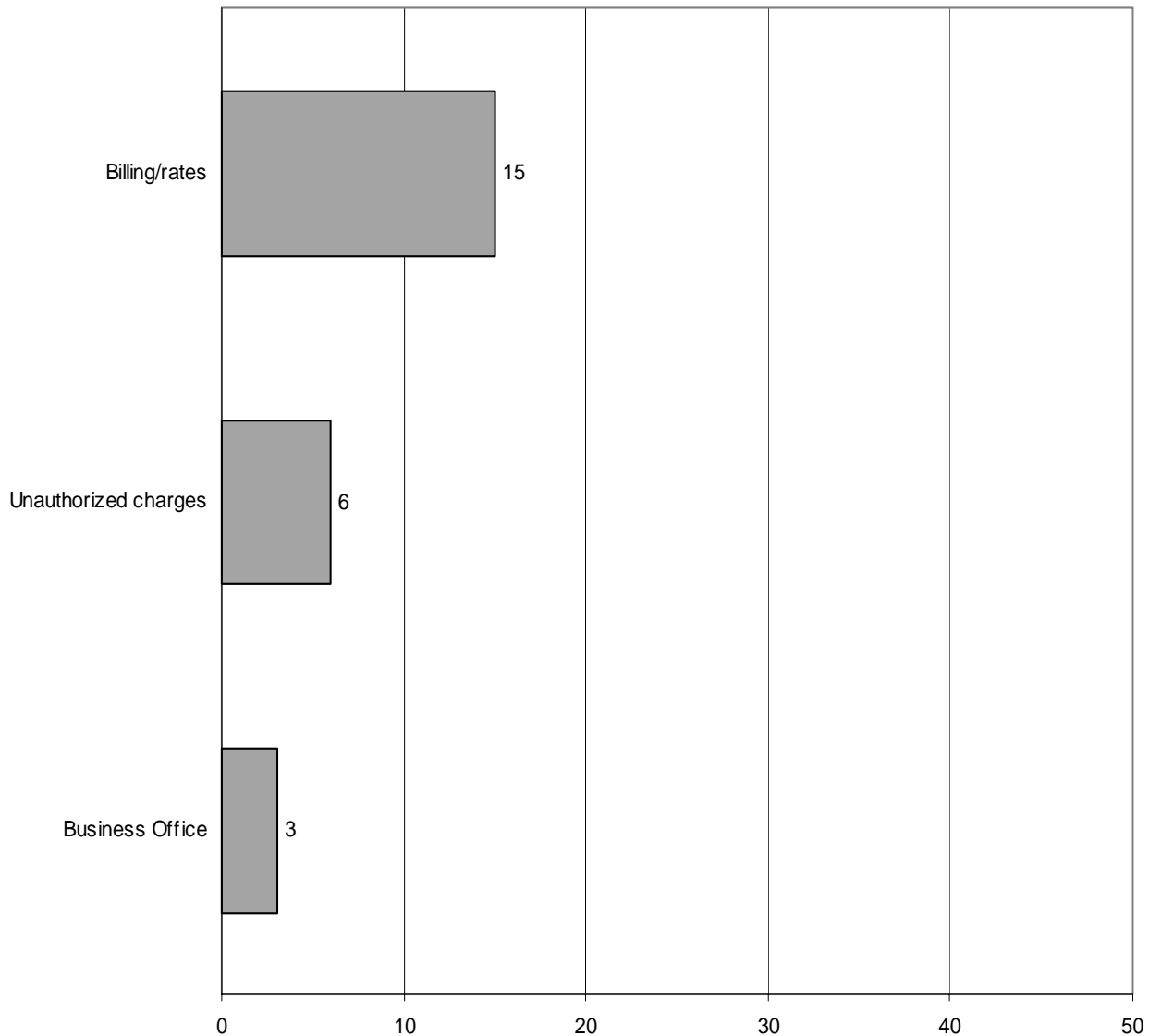
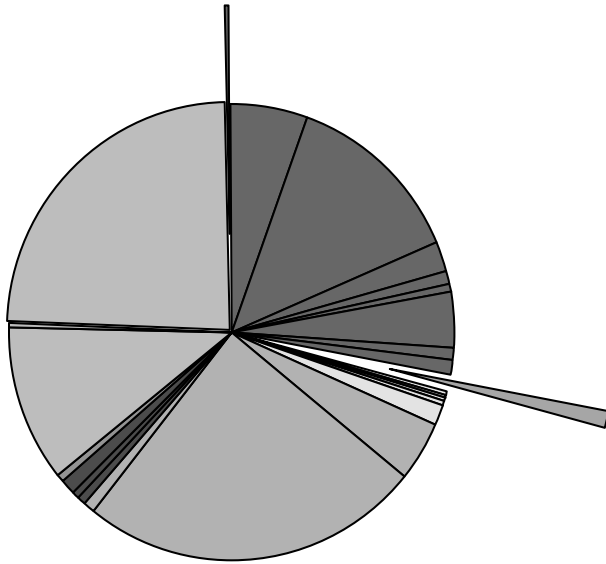
**U.S. Telecom
Long Distance
2004 Complaints
18 Total**



Other Interexchange Carriers (IXCs) 2004 Complaints 88 Total



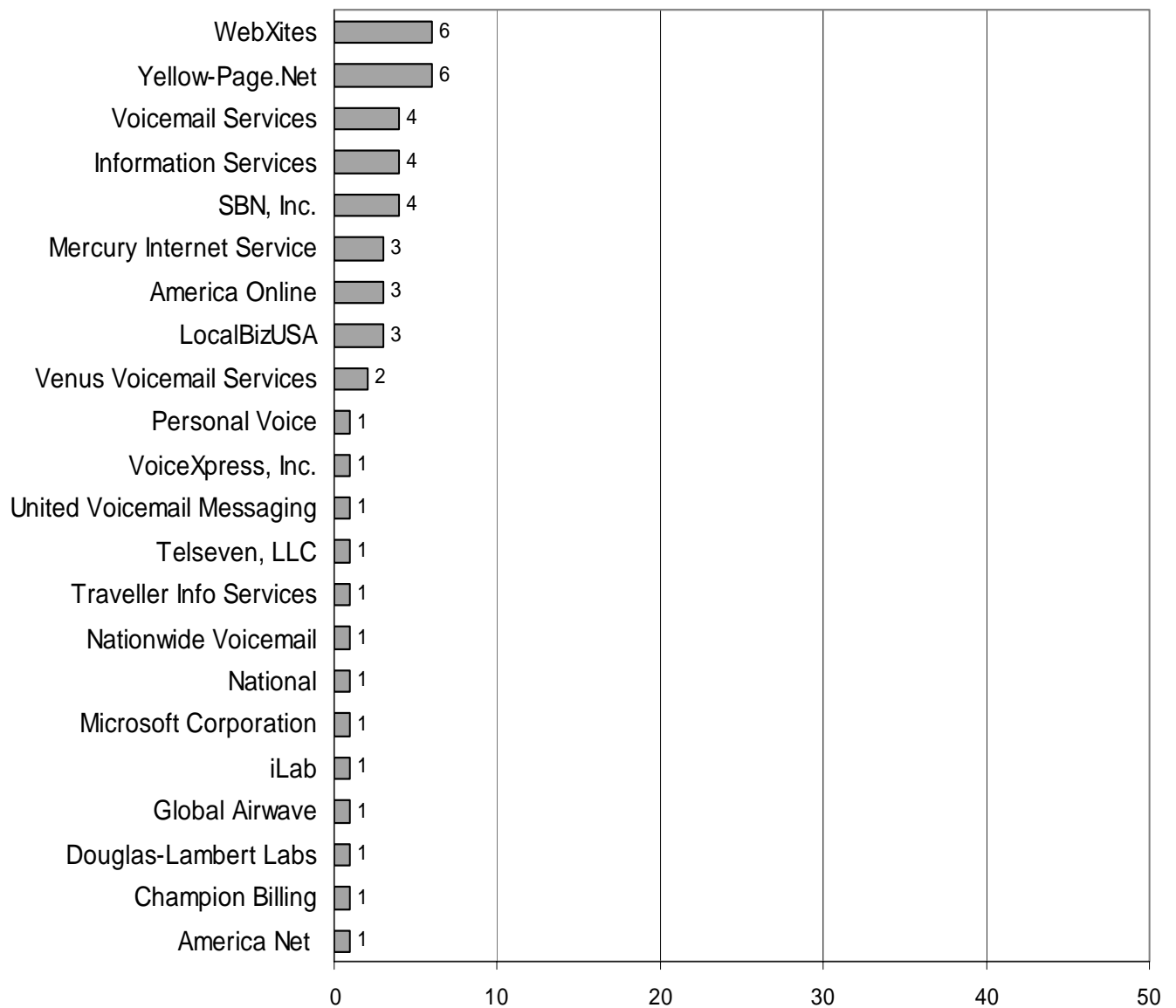
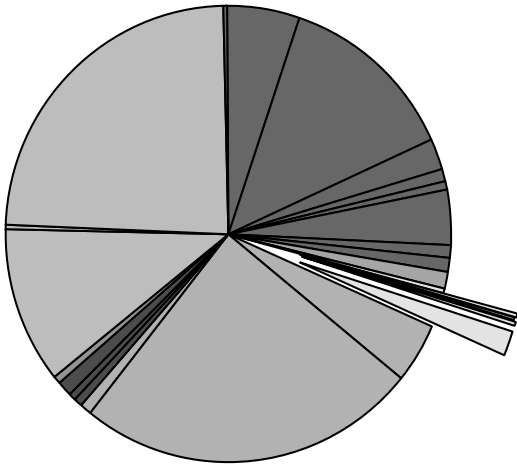
**Operator Services
Providers & Inmate
Calling Providers
2004 Complaints
24 Total**



Non-Telco, Telco-Billed

2004 Complaints

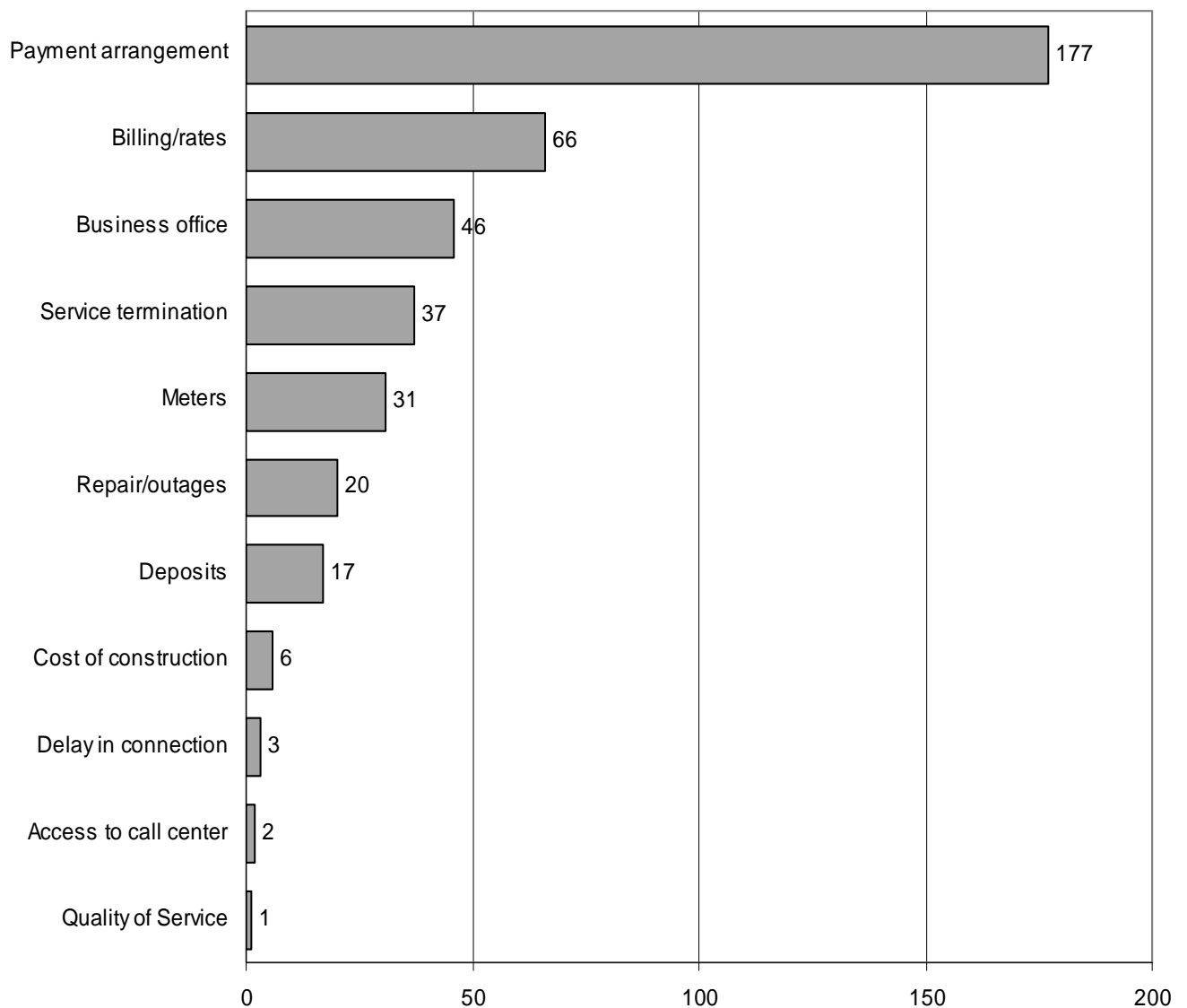
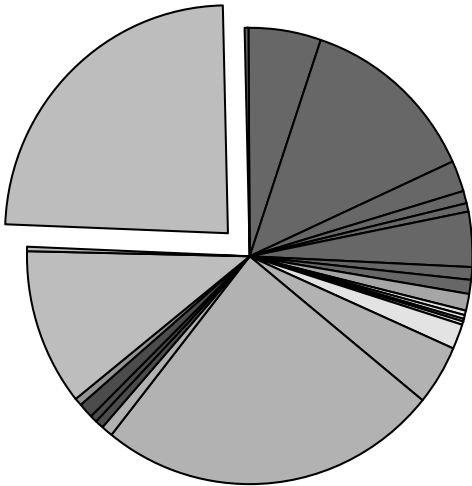
48 Total

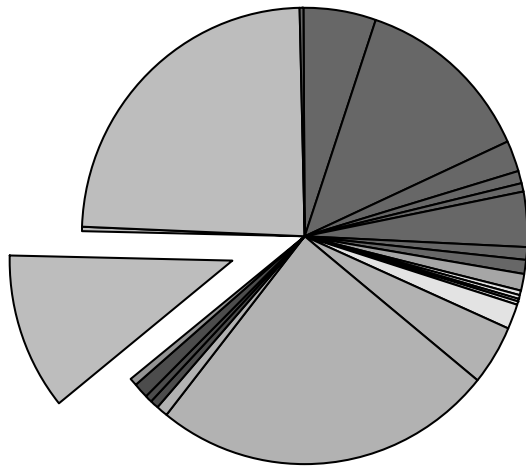


NorthWestern Energy

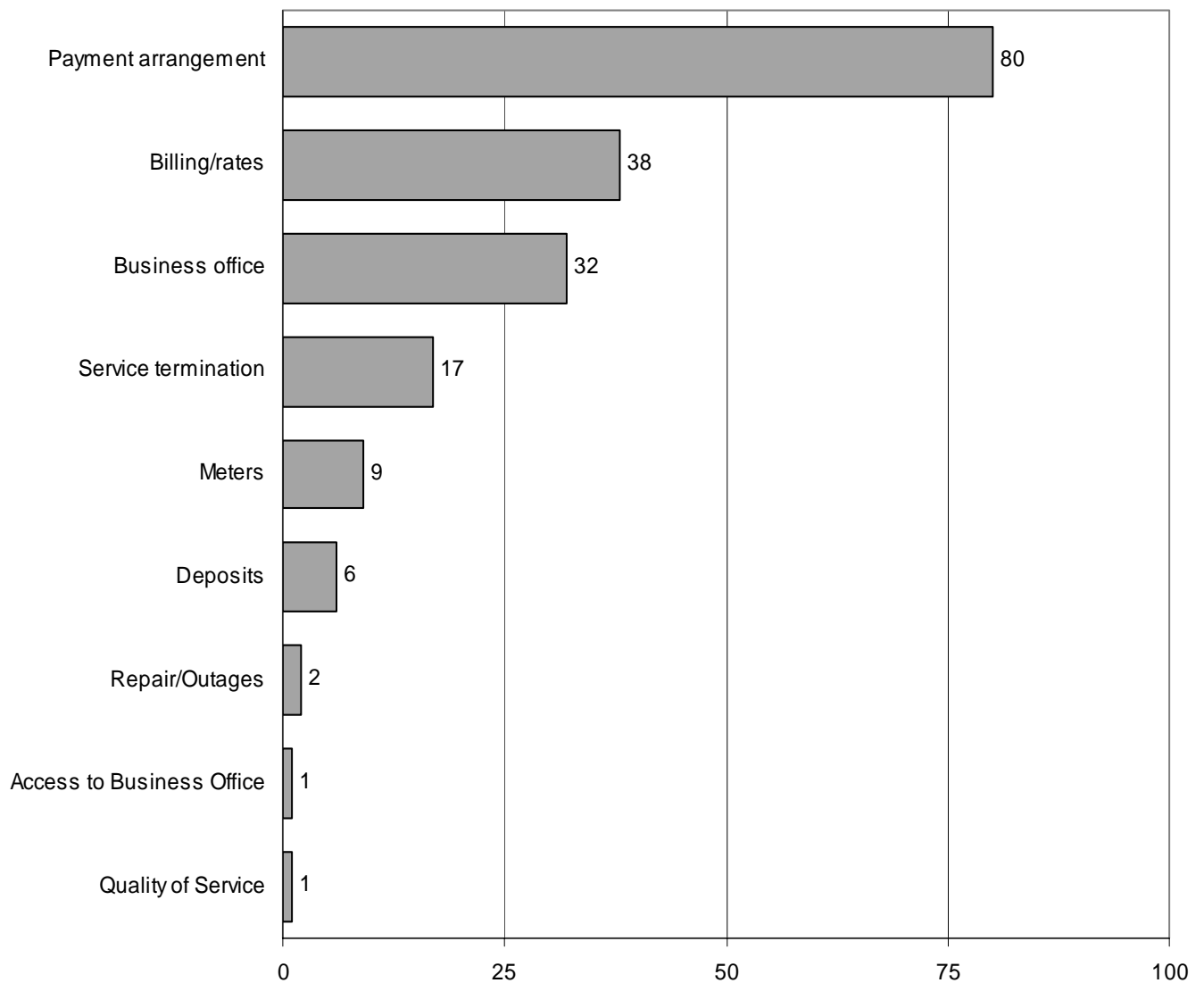
2004 Complaints

406 Total

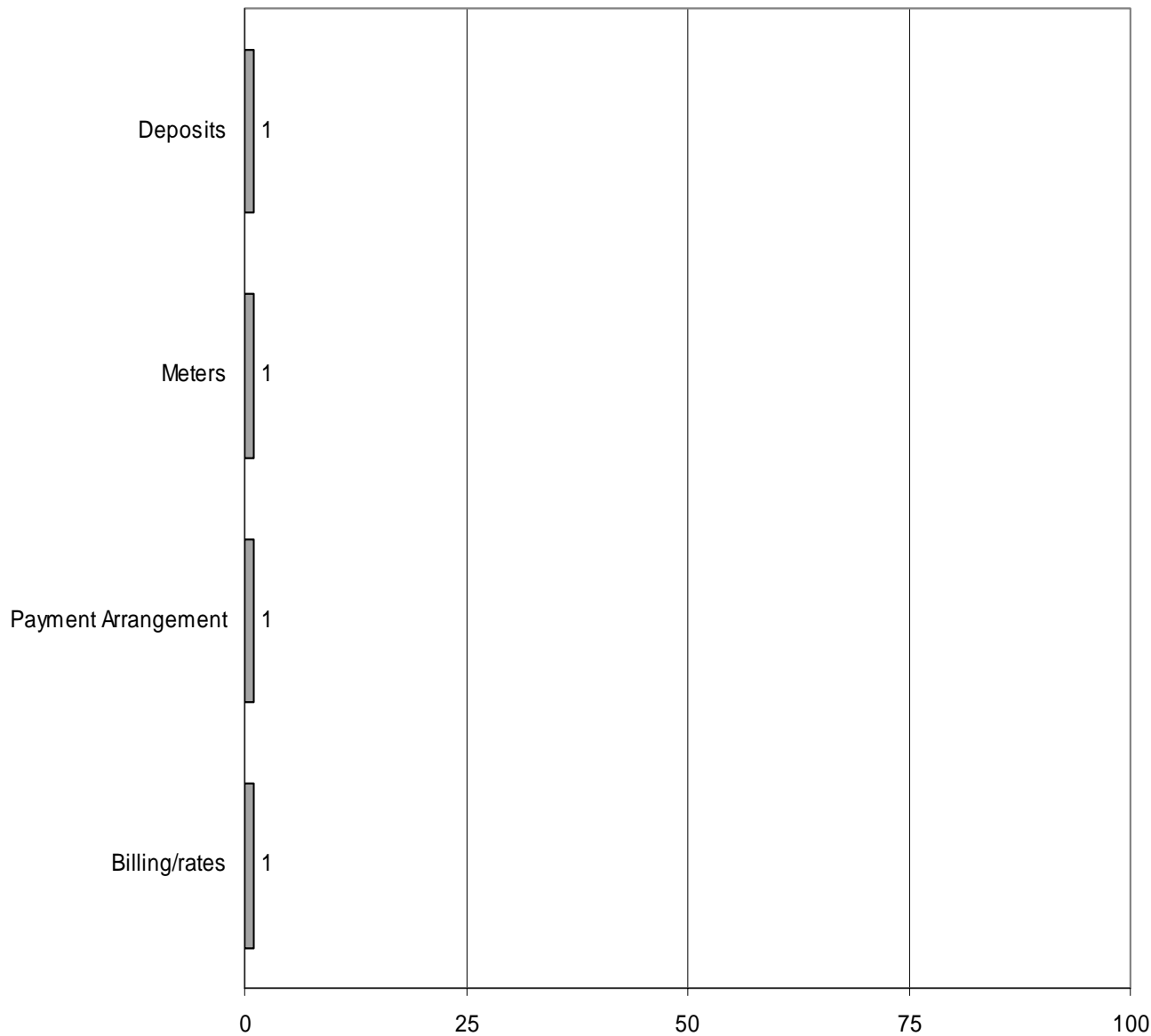
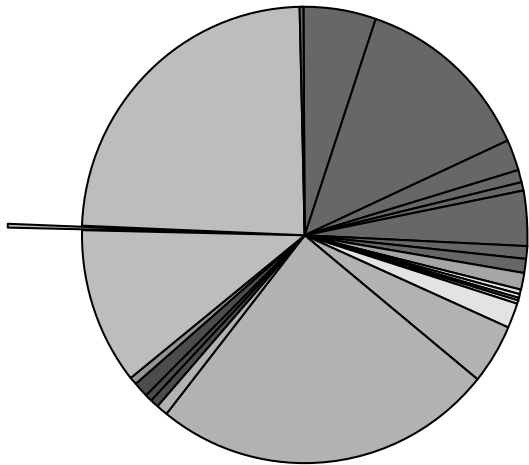




Montana-Dakota Utilities 2004 Complaints 186 Total



**Energy West
2004 Complaints
4 total**



Water Utilities
2004 Complaints
9 Total

